



CoOper8

Critical

Special terms

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1 Definitions and Abbreviations

In addition to definitions and abbreviations in the General terms section 1, the following shall apply to the Agreement with regards to the Services covered by these Special terms:

Term	Definition
Company Super user	A person from a given User organization with extended privileges and duties within the Service. For details refer to section 12.
Asset Owner	An organization that holds legal ownership of an asset and is responsible for its value, performance, and long-term management.
Asset Operators	An organization responsible for the day-to-day operation, maintenance, and safe performance of an asset.

2 Service Description

CoOper8 Critical (hereafter called "Service") is a solution for exchange of equipment and capital spares between Asset Owners and Asset Operators in critical situations. Critical situations is when uptime or security can be secured by replacement of materials or spare parts on an asset.

The service is used to send requests as warnings between Asset Owners and Asset Operators.

More information about the Service is available at www.cooper8.no/services/critical/

3 Access management

Terms as stated in General terms section 4 – "Access to Services" applies with following additions:

- User administration and access provisioning is managed by CoOper8 service management for Critical.

Access is given to a limited number of users for Asset Owners and Asset Operators and is coordinated and managed by CoOper8.

4 Support

Support contact info is available on www.cooper8.no/services/critical/

5 Service level

Terms as stated in General terms section 6 – "Service Level" applies.

6 Pricing model

Pricing for use of Critical is defined in CoOper8's price model document.

7 Data management

7.1 Data sharing principles

Data will be shared between Asset Owners and Operators in case of Critical events.

7.2 Deletion of information

The Asset Owner and Operator can at any time request deletion or removal of material data uploaded to the Service.

8 Processing of personal data

Terms in the General terms section 8 – “Processing of personal data” applies.

The Service Privacy Policy is available at www.cooper8.no/privacy-terms.

9 Security

Terms as stated in General terms section 9 – "Security" applies.

10 Termination

Terms in the General terms section 11 – “Termination” applies with following additions:

- Upon termination the User organisation will be set to an “Inactive” state.

11 CoOper8’s additional obligations

Terms in the General terms section 16 – “CoOper8’s general obligations” applies with following additions:

- None

12 User organisation’s additional obligations

Terms in the General terms section 17 – “User organisation’s general obligations” applies with following additions:

- Each User organisation shall appoint at least one Company Super user, that is responsible for user administration and access provisioning limited to own internal company Users. The Company Super User(s) will also be the main contact towards CoOper8 regarding the User organisations use of the Service.

13 Additional provisions

None